

Iowa Relay 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
48868	6/18/2012		Tina	Tina	Customer requested that any 911 call dialed from their mother's relay equipment must first be routed to their line.	6/18/2012	Customer Service apologized and stated that through the relay we are only able to dial to one number at time and that would be the number the relay customer would provide us, in this case it would be 911. Customer stated they were getting ahold of their carrier and would call back. There has been no further contact from the customer.	External Complaints - Miscellaneous
52149	7/30/2012		Tina	Tina	Customer has been receiving harassing telephone calls through the relay.	7/30/2012	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time, call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
52838	8/8/2012		Tina	Tina	Customer stated they are unable to place a long distance call through the relay.		Customer Service apologized and forwarded the carrier information of Media Com to the technical department. The technical department discovered that Media Com had changed their carrier identification. Customer Service contacted the carrier for a corrected letter of authorization. There has been no further contact from Media Com. Customer Service offered and implemented a temporary profile for the customer. Customer was satisfied. As of May 31, 2013, Media Com has not updated their carrier information through the relay.	Technical Complaints - Carrier Choice Not Available/Other Equal Access
53423	8/17/2012		Tina	Tina	Customer stated they were unable to place long distance calls through the relay.		Customer Service apologized and forwarded the carrier information of Media Com to the technical department. The technical department discovered that Media Com had changed their carrier identification. Customer Service contacted the carrier for a corrected letter of authorization. There has been no further contact from Media Com. Customer Service offered and implemented a temporary profile for the customer. Customer was satisfied. As of May 31, 2013, Media Com has not updated their carrier information through the relay.	Technical Complaints - Carrier Choice Not Available/Other Equal Access
53464	8/20/2012		Tina	Tina	Customer stated their deaf parent is unable to call them through the relay.		Customer Service apologized and forwarded the carrier information of Media Com to the technical department. The technical department discovered that Media Com had changed their carrier identification. Customer Service contacted the carrier for a corrected letter of authorization. There has been no further contact from Media Com. Customer Service offered and implemented a temporary profile for the customer. Customer was satisfied. As of May 31, 2013, Media Com has not updated their carrier information through the relay.	Technical Complaints - Carrier Choice Not Available/Other Equal Access

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53521	8/21/2012		Lonnie	Lonnie	Customer stated their deaf parent is unable to call them through the relay.	8/21/2012	Customer Service apologized and forwarded the carrier information of Media Com to the technical department. The technical department discovered that Media Com had changed their carrier identification. Customer Service contacted the carrier for a corrected letter of authorization. There has been no further contact from Media Com. Customer Service offered and implemented a temporary profile for the customer. Customer was satisfied. As of May 31, 2013, Media Com has not updated their carrier information through the relay.	Technical Complaints - Carrier Choice Not Available/Other Equal Access
53571	8/22/2012		Tina	Tina	Customer stated they are unable to dial 7-1-1 from their office.	9/2/2012	Customer Service discovered that the office needed to dial a 9 for an outside line. Customer Service explained how to translate 7-1-1 in the office so it would work with the PBX system. Customer understood.	External Complaints - Miscellaneous
56764	9/12/2012		Tina	Tina	Customer stated there are changes happening with their telephone provider that will prohibit the use of their relay phone. Customer inquired where to report these issues.	9/12/2012	Customer Service apologized and directed the customer to the Public Utilities Board for further information. Customer understood.	External Complaints - Miscellaneous
57499	9/24/2012		Tina	Tina	Customer stated the long distance call to a specific number was not working correctly.		Customer Service apologized and stated information would be forwarded to the technical department. The technical department discovered that Iowa Telecom had changed their carrier identification code. Customer Service has contacted Iowa Telecom and requested an amended letter of authorization. A temporary profile was set to allow the customer's calls. Customer understood. As of May 31, 2013, Iowa Telecom has not updated their carrier information through the relay.	Technical Complaints - Carrier Choice Not Available/Other Equal Access
58950	10/10/2012		Tina	Tina	Customer stated in an email, that they have been defrauded by the relay.	10/10/2012	Customer Service attempted to e-mail the customer for further information. There has been no further contact from the customer in regards to this issue.	Service Complaints - Fraudulent/Harassment Call
62674	12/19/2012		Tina	Tina	Customer stated that every call made from their office connects to the relay.	12/19/2012	Customer Service apologized and directed customer to their telephone provider in regards to call forwarding and their office telephone administrator to ensure that their system was set correctly. Customer was satisfied.	External Complaints - Miscellaneous
63504	1/7/2013		Tina	Tina	Customer stated that they have experienced issues when attempting to place VCO calls through the relay.	1/7/2013	Customer Service apologized and forwarded information to the technical department. The technical department was unable to verify calling issues with the information provided by the customer. Customer Service attempted to contact the customer to obtain additional information, but there has been no response. There has been no further contact from the customer.	Technical Complaints - Line Disconnected

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Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
65306	2/1/2013		Lonnie	Lonnie	Representative stated they were investigating fraudulent calls and inquired what information was needed in order to receive call records.	2/1/2013	Customer Service forwarded a letter explaining the information that the relay would be able to provide, once the representative obtained a court order. Representative received the letter and was satisfied.	Service Complaints - Fraudulent/Harassment Call
66094	2/12/2013		Brenda	Brenda	Customer is concerned about the technical issues they are being told about through the relay and inquired if it was their equipment.	2/12/2013	Customer Service apologized and explained about the recent upgrade to the software that caused the issues, not their equipment. Customer understood.	Technical Complaints - Miscellaneous
68445	3/29/2013		Michelle	Michelle	Customer stated they are unable to place a call through the relay.	3/29/2013	Customer Service discovered the customer has a call blocking feature on their line preventing the outgoing call. Customer Service directed them to their telephone provider. Customer understood.	External Complaints - Miscellaneous
69037	4/9/2013	9049	Tina	Tina	Customer stated that the CA did not type verbatim.	4/9/2013	Customer Service apologized and stated the CA would be counseled. CA was counseled. Monitoring has occurred and CA is handling calls according to policy. Customer understood.	Service Complaints – CA Accuracy/Spelling/Verbatim
70141	4/24/2013		Tina	Tina	Customer stated that they are unable to place a long distance call through the relay. Customer uses Media Com for long distance.		Customer Service discovered that Media Com was no longer a participating provider with the relay. Customer Service explained and set up a temporary profile for the customer to make long distance calls. Customer Service has contacted Media Com several times requesting a letter of authorization to become a participating provider through the relay. This is due to a recent change for Media Com's reseller. There has been no further contact from Media Com. As of May 31, 2013, Media Com is still not a participating provider through the relay.	Technical Complaints - Carrier Choice Not Available/Other Equal Access
71746	5/7/2013		Brenda	Brenda	Customer stated there was a long delay in connecting to the relay.	5/7/2013	Customer Service apologized and forwarded to management. Calls were answered at 99% within 10 seconds for the day. Customer was satisfied.	Technical Complaints-Connect Time (TTY/Voice)